



COUNTY OF SAN DIEGO
Great Government Through the General Management System – Quality, Timeliness, Value
DEPARTMENT OF HUMAN RESOURCES

CLASS SPECIFICATION

CLASSIFIED

CASHIER

Class No. 002430

■ CLASSIFICATION PURPOSE

To perform teller services and fiscal related work by receiving, verifying, posting, and accounting for monies, checks, money orders, credit cards, County warrants, deposits from County offices, and other negotiable instruments; and to perform related work as required.

■ DISTINGUISHING CHARACTERISTICS

This is the journey-level class in the Cashier series. Under general supervision, incumbents perform teller services and fiscal related functions such as receiving, verifying, posting and accounting for monies, checks, money orders, credit cards, County warrants, and deposits from County offices. Positions are found in several County departments.

This class is distinguished from the next higher class, Senior Cashier, in that the latter is the first-line supervisory class responsible for supervising Cashiers or other fiscal and clerical personnel and performing the more difficult fiscal work in receiving, recording and verifying accounts and warrants paid and/or disbursed. The Cashier series is distinguished from the Account Clerk series and the Accounting Technician in that the former receives monies, checks, and other common negotiable instruments and verifies accounts and warrants, whereas the latter classes perform clerical accounting and bookkeeping work pertaining to fiscal transactions.

■ FUNCTIONS

The examples of functions listed in the class specification are representative but not necessarily exhaustive or descriptive of any one position in the class. Management is not precluded from assigning other related functions not listed herein if such duties are a logical assignment for the position.

Essential Functions:

1. Serves as a County representative at a departmental teller window by greeting customers, conducting fiscal transactions, exchanging information with employees of other County departments or offices, and providing general and routine information to customers pertaining to bills and status of accounts.
2. Receives, verifies, posts and records deposits submitted by employees of County offices.
3. Accepts cash, check and credit card payments via teller window, mail, imaging systems, or transmittals.
4. Identifies payments using indices or Intranet-based files; and posts payments to debtor or clients accounts.
5. Processes received payments using mainframe or network computer applications, stand-alone computer processors, imaging systems, and cashiering systems.
6. Maintains automated and manual records, files, and reports.
7. Formats daily payment records on files and transmits to mainframe or network systems.
8. Counts cash, checks, payments via credit cards, warrants, and other payment transmittals; calculates totals and compares with records and receipt totals in order to verify, balance, and reconcile totals and ensure all monies are accounted in an accurate and complete manner.
9. Reconciles data and report figures that are out of balance.
10. Uses personal computers to enter and retrieve information and maintain records of transactions and fund distributions.
11. Issues or mails payment receipts or licenses.

12. Receives, screens, and reviews incoming correspondence or other mail; responds to correspondence or forwards correspondence to appropriate employee(s) for referral.
13. Prepares daily reports, work summary reports, and periodic statistical reports.
14. Obtains and documents customer information such as addresses, employers, or other information for collection purposes.
15. Prepares and provides written summaries and documentation to Revenue and Recovery Officers for litigation purposes.
16. Computes delinquencies and penalties on secured and unsecured tax rolls.
17. May perform general clerical or office work as required.
18. Provides courteous, high quality service to members of the public by personally responding to requests for service or making appropriate referral.

■ KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

- Methods and techniques used to properly validate the endorsement and signing of checks, money orders, and other common negotiable instruments.
- Methods and techniques used to properly validate and process credit card transactions.
- Common methods used to balance cash, checks, money orders, credit cards and other negotiable instruments against records of receipts.
- Office practices and procedures.
- Basic computer operation and use including personal computers, mainframes, network and imaging systems.
- Software programs typically used in modern office environments including accounting and data processing systems used by the County of San Diego.
- Telephone, office, and online etiquette.
- County customer service objectives and strategies.

Skills and Abilities to:

- Receive and count large amounts of cash accurately, correctly, and rapidly.
- Perform arithmetic calculations rapidly and accurately.
- Accurately record and post fiscal information to various records and accounts.
- Maintain accurate records, files, and reports.
- Accurately calculate, reconcile, and balance monies received compared to data on receipts or other records.
- Operate a complex electronic cashing system.
- Operate a ten-key adding machine.
- Prepare accurate and complete statistical reports.
- Read, understand, interpret, and apply County rules, regulations, policies, and procedures.
- Understand and follow verbal and written instructions.
- Work independently and organize and prioritize work.
- Communicate effectively verbally with a variety of individuals representing diverse cultures and backgrounds and function calmly in challenging situations, which require a high degree of sensitivity, tact and diplomacy.
- Treat County employees, representatives of outside agencies and members of the public with courtesy and respect.
- Assess the customer's immediate needs and ensure customer's receipt of needed services through personal service or by making appropriate referral.
- Provide prompt, efficient, and responsive service.
- Exercise appropriate judgment in answering questions and releasing information; analyze and project consequences of decisions and/or recommendations.

■ EDUCATION/EXPERIENCE

Education, training, and/or experience that demonstrate possession of the knowledge, skills and abilities listed above. Examples of qualifying education/experience are:

1. Two (2) years of cashing, bank teller, or cash vault teller experience or other similar cashier/teller experience.
OR
2. Two (2) years of experience as a bookkeeper, account clerk, statistical clerk, or other closely related title.

Notes: a) Previous experience must have included interaction with the public, in which cash handling responsibilities were performed. b) Previous experience must have included receiving large sums of currency, scrutinizing negotiable instruments, balancing daily receipts and posting payments. c) Experience limited to serving as a cashier in a fast food chain or similar establishment is not considered qualifying. d) The successful completion of at least six (6) semester units or nine (9) quarter units

of college level coursework in accounting, business administration, finance, or a closely related field may substitute for up to one year of the experience requirements stated above. e) Paid experience in performing rapid and accurate cash handling duties is highly desirable.

■ ESSENTIAL PHYSICAL CHARACTERISTICS

The physical characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of the classification. Reasonable accommodation may be made to enable an individual with qualified disabilities to perform the essential functions of a job, on a case-by-case basis.

Continuous upward and downward flexion of the neck. Frequent: sitting, repetitive use of hands to operate calculators, ten-key adding machines, personal computers, printers, telephones, copiers, and facsimiles. Occasional: walking, standing, bending and twisting of neck, bending and twisting of waist, squatting, simple grasping, reaching above and below shoulder level, and lifting and carrying cash drawers weighing up to approximately 15 pounds.

■ SPECIAL NOTES, LICENSES, OR REQUIREMENTS

License

Some positions may require a valid California class C driver's license at the time of appointment and must be maintained throughout employment in this class. If such a license is required, employees must have the ability to arrange necessary and timely transportation using their own vehicle.

Working Conditions

Work takes place in an office environment. Employees may be assigned to branch offices within the County which may involve travel. Work occasionally involves interacting with persons who are angry and upset. Work involves daily exposure to computer screens; and work may involve moving around in offices with limited space.

Background Investigation

Must have a reputation for honesty and trustworthiness. Misdemeanor and/or felony convictions may be disqualifying depending on type, number, severity, and recency. Prior to appointment, candidates will be subject to a background investigation.

Note

Employees may be required to become bondable during the background investigation process.

Probationary Period

Incumbents appointed to permanent positions in this class shall serve a probationary period of 6 months (Civil Service Rule 4.2.5).

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